

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of: \$ Group Art Unit: 2643
 Creamer, et. al. \$ Confirmation No.: 6415
 \$ Examiner: Tran, Quoc Duc
 Serial No.: 10/763,083 \$
 \$ Attorney Docket No. AUS920031063US1
 Filed: January 22, 2004 \$
 \$
 Title: System and Method \$ Intellectual Property Law Dept.
 for Processing Caller \$ 11400 Burnet Road
 Information Across \$ Austin, Texas 78758
 Heterogeneous
 Networks

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5/30/2006
 Date

RESPONSE TO OFFICE ACTION

Sir:

A. INTRODUCTORY COMMENTS

In response to the Office Action having a mailing date of March 13, 2006, with a three-month shortened statutory period for response set to expire on June 13, 2006, Applicants respectfully request reconsideration of the outstanding rejections and reexamination of the present application in light of the following remarks and amendments.

No extension of time is believed to be necessary. If, however, an extension of time is required, the extension is requested, and the undersigned hereby authorizes the Commissioner to charge any fees for this extension to Van Leeuwen & Van Leeuwen, Deposit Account No. 50-3754.

B. AMENDMENTS TO THE CLAIMS

1. (Currently Amended) A method comprising:
receiving a message over a computer network, the message
corresponding to an incoming telephone call and including
caller attributes;

retrieving a ~~customer~~ caller profile using the caller
attributes; [[and]]

processing the incoming telephone call using the ~~customer~~
caller profile[[]];

wherein the caller attributes are received from a name
resolution adapter, and wherein the name resolution adapter
is adapted to:

look-up a call recipient agreement;

identify the caller attributes included in the call
recipient agreement; and

return the identified caller attributes in the
message.
2. (Original) The method of claim 1 wherein the incoming
telephone call is received over a telephone network, and
wherein the computer network and the telephone network are
heterogeneous.
3. (Original) The method of claim 1 further comprising:
determining whether to accept the incoming telephone call
based upon the caller profile; and

accepting the incoming telephone call in response to the
determination.

4. (Original) The method of claim 1 further comprising:
extracting a port location from the message, the port location corresponding to an incoming port of the incoming telephone call;

determining that the incoming telephone call is not at the port location; and

logging the incoming telephone call in response to the determination.
5. (Original) The method of claim 4 further comprising:
detecting that a timer has timed out, the detecting resulting in the determination.
6. (Cancelled)
7. (Currently Amended) The method of claim [[6]] 1 wherein the name resolution adapter is further adapted to:
identify one or more requested caller fields corresponding to an initiating caller number, the initiating caller number corresponding to the incoming telephone call;

detect whether one of the requested caller fields corresponds to sensitive caller data, the sensitive caller data corresponding to the initiating caller number;

check one or more authorization table entries corresponding to the initiating caller number in response to the detecting;

determine whether to return the sensitive caller data in response to the checking; and

return the sensitive caller data in response to the determining.

8. (Original) The method of claim 1 further comprising:
retrieving a service subscription corresponding to the caller profile; and

allowing an initiating caller to perform actions corresponding to the service subscription, the initiating caller corresponding to the incoming telephone call.
9. (Original) The method of claim 8 wherein at least one of the actions is selected from the group consisting of placing an order, checking account balance, checking order status, and changing account information.
10. (Original) The method of claim 1 further comprising:
requesting a PIN from an initiating caller corresponding to the telephone call;

receiving the PIN in response to the request;

validating the PIN; and

answering the incoming telephone call in response to the validation.
11. (Original) The method of claim 1 further comprising:
determining whether to route the incoming telephone call to a particular extension based upon the caller profile; and

routing the incoming telephone call to the particular extension in response to the determination.

12. (Currently Amended) An information handling system comprising:
- one or more processors;
 - a memory accessible by the processors;
 - one or more nonvolatile storage devices accessible by the processors;
 - a telephone network;
 - a computer network; and
 - a caller processing tool for processing an incoming telephone call, the caller processing tool comprising software code effective to:
 - receive a message over the computer network, the message corresponding to the incoming telephone call and including caller attributes;
 - retrieve a ~~customer~~ caller profile from one of the nonvolatile storage devices using the caller attributes; [[and]]
 - process the incoming telephone call using the ~~customer~~ caller profile[[.]]; wherein the caller attributes are received from a name resolution adapter, and wherein the name resolution adapter is adapted to:
 - look-up a call recipient agreement;
 - identify the caller attributes included in the call recipient agreement; and

return the identified caller attributes in
the message.

13. (Original) The information handling system of claim 12 wherein the incoming telephone call is received over the telephone network, and wherein the computer network and the telephone network are heterogeneous.
14. (Original) The information handling system of claim 12 wherein the software code is further effective to:
determine whether to accept the incoming telephone call based upon the caller profile; and
accept the incoming telephone call in response to the determination.
15. (Original) The information handling system of claim 12 wherein the software code is further effective to:
extract a port location from the message, the port location corresponding to an incoming port of the incoming telephone call;
determine that the incoming telephone call is not at the port location; and
log the incoming telephone call in one of the nonvolatile storage devices in response to the determination.
16. (Original) The information handling system of claim 15 wherein the software code is further effective to:
detect that a timer has timed out, the detecting resulting in the determination.

17. (Cancelled)
18. (Currently Amended) The information handling system of claim [[17]] 12 wherein the name resolution adapter is further adapted to:
- identify one or more requested caller fields corresponding to an initiating caller number, the initiating caller number corresponding to the incoming telephone call;
 - detect whether one of the requested caller fields corresponds to sensitive caller data, the sensitive caller data corresponding to the initiating caller number;
 - check one or more authorization table entries corresponding to the initiating caller number in response to the detecting;
 - determine whether to return the sensitive caller data in response to the checking; and
 - return the sensitive caller data in response to the determining.
19. (Original) The information handling system of claim 12 wherein the software code is further effective to:
- retrieve a service subscription from one of the nonvolatile storage devices corresponding to the caller profile; and
 - allow an initiating caller to perform actions corresponding to the service subscription, the initiating caller corresponding to the incoming telephone call.
20. (Original) The information handling system of claim 19 wherein at least one of the actions is selected from the

group consisting of placing an order, checking account balance, checking order status, and changing account information.

21. (Original) The information handling system of claim 12 wherein the software code is further effective to:
request a PIN from an initiating caller corresponding to the telephone call;
receive the PIN in response to the request;
validate the PIN; and
answer the incoming telephone call in response to the validation.
22. (Original) The information handling system of claim 12 wherein the software code is further effective to:
determine whether to route the telephone call to a particular extension based upon the caller profile; and
route the telephone call to the particular extension in response to the determination.
23. (Currently Amended) A computer program product stored on a computer operable media for processing an incoming telephone call, said computer program product comprising software code effective to:
receive a message over a computer network, the message corresponding to the incoming telephone call and including caller attributes;
retrieve a ~~customer~~ caller profile using the caller attributes; [[and]]

process the incoming telephone call using the ~~customer~~
caller profile[[]];

wherein the caller attributes are received from a name
resolution adapter, and wherein the name resolution adapter
is adapted to:

look-up a call recipient agreement;

identify the caller attributes included in the call
recipient agreement; and

return the identified caller attributes in the
message.

24. (Original) The computer program product of claim 23 wherein the incoming telephone call is received over a telephone network, and wherein the computer network and the telephone network are heterogeneous.
25. (Original) The computer program product of claim 23 wherein the software code is further effective to:
determine whether to accept the incoming telephone call based upon the caller profile; and
accept the incoming telephone call in response to the determination.
26. (Original) The computer program product of claim 23 wherein the software code is further effective to:
extract a port location from the message, the port location corresponding to an incoming port of the incoming telephone call;

determine that the incoming telephone call is not at the port location; and

log the incoming telephone call in response to the determination.

27. (Original) The computer program product of claim 26 wherein the software code is further effective to:
detect that a timer has timed out, the detecting resulting in the determination.

28. (Cancelled)

29. (Currently Amended) The computer program product of claim [[28]] 23 wherein the name resolution adapter is further adapted to:
identify one or more requested caller fields corresponding to an initiating caller number, the initiating caller number corresponding to the incoming telephone call;
detect whether one of the requested caller fields corresponds to sensitive caller data, the sensitive caller data corresponding to the initiating caller number;
check one or more authorization table entries corresponding to the initiating caller number in response to the detecting;
determine whether to return the sensitive caller data in response to the checking; and
return the sensitive caller data in response to the determining.

30. (Original) The computer program product of claim 23 wherein the software code is further effective to:
retrieve a service subscription corresponding to the caller profile; and
allow an initiating caller to perform actions corresponding to the service subscription, the initiating caller corresponding to the incoming telephone call.
31. (Original) The computer program product of claim 30 wherein at least one of the actions is selected from the group consisting of placing an order, checking account balance, checking order status, and changing account information.
32. (Original) The computer program product of claim 23 wherein the software code is further effective to:
request a PIN from an initiating caller corresponding to the telephone call;
receive the PIN in response to the request;
validate the PIN; and
answer the incoming telephone call in response to the validation.
33. (Original) The computer program product of claim 23 wherein the software code is further effective to:
determine whether to route the incoming telephone call to a particular extension based upon the caller profile; and
route the incoming telephone call to the particular extension in response to the determination.

34. (Cancelled)
35. (Cancelled)
36. (Cancelled)
37. (Cancelled)
38. (Cancelled)
39. (Cancelled)
40. (New) A method comprising:
receiving a message over a computer network, the message
corresponding to an incoming telephone call and including
caller attributes;

retrieving a caller profile using the caller attributes;

retrieving a service subscription corresponding to the
caller profile; and

allowing an initiating caller to perform actions
corresponding to the service subscription, the initiating
caller corresponding to the incoming telephone call,
wherein at least one of the actions is selected from the
group consisting of placing an order, checking account
balance, checking order status, and changing account
information.
41. (New) The method of claim 40 wherein the incoming telephone
call is received over a telephone network, and wherein the
computer network and the telephone network are
heterogeneous.
42. (New) The method of claim 40 further comprising:

determining whether to accept the incoming telephone call based upon the caller profile; and

accepting the incoming telephone call in response to the determination.

43. (New) The method of claim 40 further comprising:
extracting a port location from the message, the port location corresponding to an incoming port of the incoming telephone call;

determining that the incoming telephone call is not at the port location; and

logging the incoming telephone call in response to the determination.
44. (New) The method of claim 43 further comprising:
detecting that a timer has timed out, the detecting resulting in the determination.
45. (New) The method of claim 40 wherein the caller attributes are received from a name resolution adapter, and wherein the name resolution adapter is adapted to:
look-up a call recipient agreement;

identify the caller attributes included in the call recipient agreement; and

return the identified caller attributes in the message.
46. (New) The method of claim 45 wherein the name resolution adapter is further adapted to:

identify one or more requested caller fields corresponding to an initiating caller number, the initiating caller number corresponding to the incoming telephone call;

detect whether one of the requested caller fields corresponds to sensitive caller data, the sensitive caller data corresponding to the initiating caller number;

check one or more authorization table entries corresponding to the initiating caller number in response to the detecting;

determine whether to return the sensitive caller data in response to the checking; and

return the sensitive caller data in response to the determining.

47. (New) The method of claim 40 further comprising:
- requesting a PIN from an initiating caller corresponding to the telephone call;
 - receiving the PIN in response to the request;
 - validating the PIN; and
 - answering the incoming telephone call in response to the validation.
48. (New) The method of claim 40 further comprising:
- determining whether to route the incoming telephone call to a particular extension based upon the caller profile; and
 - routing the incoming telephone call to the particular extension in response to the determination.

49. (New) An information handling system comprising:
- one or more processors;
 - a memory accessible by the processors;
 - one or more nonvolatile storage devices accessible by the processors;
 - a telephone network;
 - a computer network; and
 - a caller processing tool for processing an incoming telephone call, the caller processing tool comprising software code effective to:
 - receive a message over the computer network, the message corresponding to the incoming telephone call and including caller attributes;
 - retrieve a caller profile from one of the nonvolatile storage devices using the caller attributes;
 - retrieve a service subscription corresponding to the caller profile; and
 - allow an initiating caller to perform actions corresponding to the service subscription, the initiating caller corresponding to the incoming telephone call, wherein at least one of the actions is selected from the group consisting of placing an order, checking account balance, checking order status, and changing account information.

50. (New) The information handling system of claim 49 wherein the incoming telephone call is received over the telephone network, and wherein the computer network and the telephone network are heterogeneous.
51. (New) The information handling system of claim 49 wherein the software code is further effective to:
determine whether to accept the incoming telephone call based upon the caller profile; and
accept the incoming telephone call in response to the determination.
52. (New) The information handling system of claim 49 wherein the software code is further effective to:
extract a port location from the message, the port location corresponding to an incoming port of the incoming telephone call;
determine that the incoming telephone call is not at the port location; and
log the incoming telephone call in one of the nonvolatile storage devices in response to the determination.
53. (New) The information handling system of claim 52 wherein the software code is further effective to:
detect that a timer has timed out, the detecting resulting in the determination.
54. (New) The information handling system of claim 49 wherein the caller attributes are received from a name resolution

adapter, and wherein the name resolution adapter is adapted to:

look-up a call recipient agreement;

identify the caller attributes included in the call recipient agreement; and

return the identified caller attributes in the message.

55. (New) The information handling system of claim 54 wherein the name resolution adapter is further adapted to:
- identify one or more requested caller fields corresponding to an initiating caller number, the initiating caller number corresponding to the incoming telephone call;
- detect whether one of the requested caller fields corresponds to sensitive caller data, the sensitive caller data corresponding to the initiating caller number;
- check one or more authorization table entries corresponding to the initiating caller number in response to the detecting;
- determine whether to return the sensitive caller data in response to the checking; and
- return the sensitive caller data in response to the determining.
56. (New) The information handling system of claim 49 wherein the software code is further effective to:
- request a PIN from an initiating caller corresponding to the telephone call;
- receive the PIN in response to the request;

validate the PIN; and

answer the incoming telephone call in response to the validation.

57. (New) The information handling system of claim 49 wherein the software code is further effective to:

determine whether to route the telephone call to a particular extension based upon the caller profile; and

route the telephone call to the particular extension in response to the determination.

58. (New) A computer program product stored on a computer operable media for processing an incoming telephone call, said computer program product comprising software code effective to:

receive a message over a computer network, the message corresponding to the incoming telephone call and including caller attributes;

retrieve a caller profile using the caller attributes;

retrieve a service subscription corresponding to the caller profile; and

allow an initiating caller to perform actions corresponding to the service subscription, the initiating caller corresponding to the incoming telephone call, wherein at least one of the actions is selected from the group consisting of placing an order, checking account balance, checking order status, and changing account information.

59. (New) The computer program product of claim 58 wherein the incoming telephone call is received over a telephone network, and wherein the computer network and the telephone network are heterogeneous.
60. (New) The computer program product of claim 58 wherein the software code is further effective to:
determine whether to accept the incoming telephone call based upon the caller profile; and
accept the incoming telephone call in response to the determination.
61. (New) The computer program product of claim 58 wherein the software code is further effective to:
extract a port location from the message, the port location corresponding to an incoming port of the incoming telephone call;
determine that the incoming telephone call is not at the port location; and
log the incoming telephone call in response to the determination.
62. (New) The computer program product of claim 61 wherein the software code is further effective to:
detect that a timer has timed out, the detecting resulting in the determination.
63. (New) The computer program product of claim 58 wherein the caller attributes are received from a name resolution

adapter, and wherein the name resolution adapter is adapted to:

look-up a call recipient agreement;

identify the caller attributes included in the call recipient agreement; and

return the identified caller attributes in the message.

64. (New) The computer program product of claim 63 wherein the name resolution adapter is further adapted to:
- identify one or more requested caller fields corresponding to an initiating caller number, the initiating caller number corresponding to the incoming telephone call;
- detect whether one of the requested caller fields corresponds to sensitive caller data, the sensitive caller data corresponding to the initiating caller number;
- check one or more authorization table entries corresponding to the initiating caller number in response to the detecting;
- determine whether to return the sensitive caller data in response to the checking; and
- return the sensitive caller data in response to the determining.
65. (New) The computer program product of claim 58 wherein the software code is further effective to:
- request a PIN from an initiating caller corresponding to the telephone call;
- receive the PIN in response to the request;

validate the PIN; and

answer the incoming telephone call in response to the validation.

66. (New) The computer program product of claim 58 wherein the software code is further effective to:
determine whether to route the incoming telephone call to a particular extension based upon the caller profile; and
route the incoming telephone call to the particular extension in response to the determination.

C. REMARKS**Status of the Claims**

Claims 1-39 were present in the Application prior to this Response. Claims 1, 7, 12, 18, 23, and 29 have been amended, claims 6, 17, 28, and 34-39 have been cancelled, and new claims 40-66 have been added. Claims 1-5, 7-16, 18-27, 29-33, and 40-66 are currently present in the Application, and claims 1, 12, 23, 40, 49, and 58 are independent claims.

Allowable Subject Matter

Claims 4-7, 9, 15-18, 20, 26-29, and 31 are objected to as being dependent upon a rejected base claim, but would be allowable if rewritten in independent form including all of the limitations of the base claim and any intervening claims. In order to expedite prosecution of the present Application, Applicants have amended independent claim 1 to include limitations previously found in allowable, dependent claim 7, and have thus cancelled claim 7. Similarly, Applicants have amended independent claims 12 and 23 to include limitations previously found in allowable, dependent claims 18 and 29, respectively, and have thus cancelled claims 18 and 29. Applicants respectfully submit that independent claims 1, 12, and 23, and the claims which depend from them, are now in condition for allowance and respectfully request that they be allowed.

Note that Applicants have also cancelled claims 34-39. Applicants have added new independent claim 40, which includes limitations previously found in independent claim 1 and allowable, dependent claims 8 and 9. Similarly, Applicants have added new independent claims 49 and 58 which include limitations previously found in independent claims 12 and 23, and dependent,

allowable claims 19 and 20, and 30 and 31, respectively. Therefore, Applicants respectfully submit that new independent claims 40, 49, and 58, and the claims which depend from them, are in condition for allowance, and respectfully request that they be allowed.

Drawings

Applicants wish to thank the Examiner for accepting Applicants' formal drawings, filed with the Application on January 22, 2004.

Claim Rejections - Alleged Anticipation Under 35 U.S.C. § 102

Claims 1-3, 8, 12-14, 19, 23-25, and 30 stand rejected under 35 U.S.C. § 102(e) as being anticipated by Mani, U.S. Patent No. 6,744,868 (hereinafter Mani). Claims 34, 36, and 38 stand rejected under 35 U.S.C. § 102(b) as being anticipated by Strauss, U.S. Patent No. 5,864,612 (hereinafter Strauss). Applicants respectfully traverse the rejections under 35 U.S.C. § 102.

As noted above, independent claims 34, 36, and 38 have been cancelled. Independent claims 1, 12, and 23 have been amended to include limitations previously found in allowable, dependent claims. Therefore, Applicants respectfully submit that independent claims 1, 12, and 23, and the claims which depend from them, are in condition for allowance, and respectfully request that they be allowed.

Claim Rejections - Alleged Obviousness Under 35 U.S.C. § 103

Claims 10, 21, and 32 stand rejected under 35 U.S.C. § 103(a) as being unpatentable over Mani. Claims 11, 22, and 33 stand rejected under 35 U.S.C. § 103(a) as being unpatentable over Mani in view of Arbel et al., U.S. Patent No. 5,276,731

(hereinafter Arbel). Claims 35, 37, and 39 stand rejected under 35 U.S.C. § 103(a) as being unpatentable over Strauss in view of Scherer, U.S. Patent No. 6,975,708 (hereinafter Scherer).

As noted above, claims 35, 37, and 39 have been cancelled. Independent claims 1, 12, and 23 have been amended to include limitations previously found in allowable, dependent claims. Therefore, Applicants respectfully submit that independent claims 1, 12, and 23, and the claims which depend from them, are in condition for allowance, and respectfully request that they be allowed.

Conclusion

As a result of the foregoing, it is asserted by Applicants that the remaining claims in the Application are in condition for allowance, and Applicants respectfully request an early allowance of such claims.

Applicants respectfully request that the Examiner contact the Applicants' attorney listed below if the Examiner believes that such a discussion would be helpful in resolving any remaining questions or issues related to this Application.

Respectfully submitted,

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